**Code of Conduct for Personal Assistants**

1. **Protect the rights and promote the interests of your employer and carers**
   * Respect diversity, cultures, and values.
2. **Strive to establish and maintain the trust and confidence of your employer and carers**
   * Be honest, trustworthy, reliable, and dependable.
   * Always respect sensitive and confidential information, even when not at work.
3. **Aim to be reliable and punctual in your role**
   * Notify your employer as soon as possible if you cannot attend work.
   * If self-employed, arrange holiday and sickness cover to ensure continuous care.
4. **Promote the independence of your employer while protecting them from danger or harm**
   * Report any difficulties that may affect the delivery of safe care to your employer or Adult Social Care.
5. **Respect the rights of your employer while ensuring their behaviour does not harm themselves or others**
   * Support your employer's health, wellbeing, independence, and dignity.
   * Be aware of risk assessment policies and procedures within the care or support plan if applicable.
6. **Be accountable for the quality of your work and take responsibility for maintaining and improving your knowledge and skills**
   * Work in a lawful, safe, and effective manner.
   * Undertake and update relevant training as necessary.

**Unacceptable Conduct**

**Putting someone at risk of harm**

* Abusing, neglecting, or harming your employer, service users, carers, or colleagues.
* Discriminating unlawfully or unjustifiably.
* Abusing the trust or access to personal information.
* Failing to provide support by not turning up at agreed times or not arranging cover during absences.

**Breaching confidentiality**

* Discussing information about your employer or their family with others.
* Accessing or knowing your employer’s PIN, bank and credit cards, or internet passwords.
* Disclosing information without your employer’s approval.

**Inappropriate relationships**

* Forming inappropriate personal relationships with your employer.
* Accepting gifts or money (other than wages) from your employer.
* Agreeing to look after valuable items belonging to your employer.

**Inappropriate behaviour at your place of work**

* Bringing children, pets, or others to the workplace.
* Smoking while working, even if invited by your employer.
* Consuming alcohol before or during work.
* Accompanying your employer to licensed premises unless necessary for their social inclusion or well-being. If necessary, always maintain professional conduct.
* Using illegal substances or engaging in illegal behaviours.
* Using personal items belonging to your employer not required for your duties.
* Using abusive or foul language.

**Breaching your employment contract**

* Adhere to all contract terms.
* Raise employment questions with your employer first.
* Provide at least a 1-week notice period if ceasing employment.

**Personal Presentation and Appearance Guidelines**

**Hygiene and Appropriate Clothing**

* Maintain a high standard of personal hygiene.
* Wear clean, suitable, and practical clothes.
* Tie back hair away from the face.
* Wear sensible shoes.
* Keep nails clean and short.

**Health and Safety Considerations**

* Avoid flip-flops or open-toed shoes.
* Do not wear excessive jewellery or piercings.
* Avoid nail extensions and false nails.

**Other Considerations**

* Be mindful of excessive use of toiletries.
* Ensure working hours comply with government guidelines and the “working time directive” if applicable.